



## **PATIENT PARTICIPATION GROUP**

Meeting held at Long Bennington Medical Centre on Wednesday 17<sup>th</sup> January 2024  
at 10:00 a.m.

Attendees: KB, NB, MG, EH, PKB, ER, CS, LS, AT

### **1. Apologies for absence**

JB

### **2. Approval of minutes of previous meeting**

Agreed as a true record.

### **3. Matters arising – all items discussed as part of this meeting agenda.**

- The group discuss coming up with some team values. CS to look into this and put it on the agenda for next month's meeting.
- MG spoke about the benefits of a list with all the additional services the Medical Centre offers. CS recommends putting specialists' roles in the spring Patient Focus.
- The group give a brief introduction to themselves and their job roles to PKB as it was her first meeting.

### **4. Surgery Updates –**

**Happy 1<sup>st</sup> Birthday – 12<sup>th</sup> Wellbeing walk today! 3 people on waiting list to be trained to become walk leaders. Share video.**

- CS informs the group that there are 3 people on the waiting list to become walk leaders, including PKB. CS will be in touch as soon as she has an update.
- CS shares the promotion video with the group. She intends to upload this to the waiting room screen; this has also been shared on a local forum page on social media.
- Today's walk will be led by IM and KB to Foston. Refreshments will be available at the village hall for those who wish to have them, with a charge of £2.50.
- KB queries whether LBMC would be able to cover the cost to help celebrate the 1<sup>st</sup> birthday. CS to follow this up.

### **DNA's Nov, Dec**

- There were 72 DNAs in November
- There were 89 DNAs in December



- LS queried whether many patients phone to apologise for missing appointments – we do have a lot of patients do this if it was unintentional.

### **Home Visit Support Update – NB**

- JB has recently been to visit a patient, NB to catch up with her to find out how this went.
- One of the patients KB had been visiting has sadly passed away. Another one of his patients has now moved out of the area.
- PKB helped vulnerable patients in her village during lockdown, doing things for them such as collecting prescriptions. She is enthusiastic about carrying out any necessary home visits in Allington.
- AT visiting a patient at home on 19.01.2024.

### **Dementia Group Support – NB**

- The first Dementia Group had 45 attendees and the most recent one had 24 attendees; this was found to be more manageable.
- The carpark had initially become quite overwhelmed due to the large volume of patients who came to the event.
- Ideally, NB would like enough volunteers to allow rotation in serving refreshments as it can become tiresome when catering for multiple patients.
- The group has been successful in obtaining funding for this to run for 12 months.
- NB to investigate other funding opportunities for the group activities we would like to do. She wishes to invite external companies and charities in order to maximise engagement, however this is not currently in budget.

### **Health Kiosk Clinics for Feb support**

- The new blood pressure machine is working well, and we have not experienced any further issues since it was installed.
- CS suggests holding support sessions on Wednesday 21<sup>st</sup> February from 11.15, this would require 2 volunteers. MG expresses difficulty in attending this session after the meeting due to health reasons.
- There will also be a support session on Thursday 22<sup>nd</sup> February from 15.00.



## **Foston Neighbours – SBR, ER**

- The group has recently held a lunch which had 55 attendees.
- The group also hosted a Christmas Dinner.
- The first breakfast club of the year is coming up and will take place on the 4<sup>th</sup> Saturday of each month.
- The group will be hosting something once a week to offer to people.
- CS emphasises the importance of the charity this time of year, as many people feel isolated, and it is good to have links with Foston Neighbours.

## **Equipment Clinic**

- LS queries the process for the equipment drop off.
- LS & AT are familiar with residents who have equipment stored at home and are willing to donate.
- CS wishes for equipment to be dropped off on the same day it is due to be collected, to prevent taking up too much space by storing it at the Medical Centre.

## **Treatment room provision of service from Feb**

- The entire PCN (Primary Care Network) are in communication to remove access to Treatment Room to all surgeries, this is a service where we follow up from procedures that are carried out in secondary care.
- CS asked open question of how much the group expects the Medical Centre to be paid for these appointments.
- CS explains to the group that we are only paid £0.49 for a minimum of a 20-minute appointment, so it is no longer sustainable for these appointments to be carried out at a Medical Centre.

## **Spirometry Provision of service**

- Due to the age of the spirometry machine, it is no longer fit for service.
- The Medical Centre will no longer be doing spirometry appointments.
- There are talks of creating hubs in the area, currently no practices are bidding to take up the opportunity, as soon as we have more information we will feed back.



### **Leg Ulcers provision of service**

- The Medical Centre is currently talking with the ICB (Integrated Care Board) who is the commissioner.
- We are currently only commissioned to provide services for the first six weeks of a patient having a leg ulcer.
- Patients are then looked after by LCHC, however they have handed their notice in and will not take on any new patients. They are going to continue with care for their existing patients until a new provider is sourced.
- We will give an update as soon as we have more information.

### **Any Other Business**

- The group have a brief recap on the topics discussed in the previous meeting and the outcomes. Paulette introduces herself and her ambitions, and other group members introduce themselves also.
- LS queried if we have more information on the warm space sessions. CS has this on her AOB to discuss.
- There will be a warm space at Long Bennington Village Hall which is being advertised to patients in the Medical Centre. This will allow people to have a warm drink and a chat and is a free event.
- CS hands flyers to the group with information on this.
- LS explains to the group that the café in the business park is under new ownership and is now open from 7 am to 7pm.
- The café has expressed an interest in the walkers going back there after a Wellbeing Walk.

### **Date And Time of Next Meeting**

- Wednesday 21<sup>st</sup> of February 2024 at 10am.